JANET MORRIS

VIRTUAL PROJECT MANAGER

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Progressive analytical professional with experience in web design, content development, instructional design, technical writing, and managing complex projects and priorities in a virtual/remote environment.

Self-starter known for strong organizational skills, communication, and attention to detail. Passionate about simplifying complexity, discovering ways to make things work better through direction, tools, and paths that reduce costs, gain efficiencies, and enable performance improvement.

Talents Offered…

- Digital Content Architecture
- Requirements Definitions
- Project Management
- Customer Service
- Technical Writing
- Structured Authoring
- Content Performance Analytics
- Software Testing & Evaluation
- ROI Measurement & Evaluation
- Technical Training
- Customer Education
- Change Management
- Process Improvement

TECHNOLOGY SNAPSHOT

Web: WordPress, HTML5, CSS3, PHP, WordPress, Photoshop, MockFlow, cPanel, Filezilla, Git, GitHub, WPEngine

Operating Systems: UNIX, Windows, iOS, Android

Database: MySQL/phpMyAdmin, MAMP, Proprietary Billing System, Proprietary POS, Proprietary CRM, EDI Windows Training Database

Content Management: WordPress CMS, OutStart/Kenexa LCMS, Proprietary LCMS, PeopleSoft ELM LMS, Microsoft SharePoint

Collaborative: Skype, Zoom, TeamViewer, Google Hangouts, Slack, Twitter Adobe Connect, Snag It, Skype, CrowdAround, Yammer, Cisco WebEx, Go To Meeting, Microsoft Lync, Multiple Chat Tools

Curriculum & Coursework: Proprietary HTML5 Authoring Tool, AICC & SCORM, Adobe Acrobat Professional, Adobe Captivate, Survey Monkey, Opinio, RoboHelp, HTML, Dreamweaver, Front Page, SnagIt

Other: Microsoft: Word, Excel, Power Point, Outlook, Project, EDI Windows for UNIX, EDI Windows for Windows NT

BENCHMARKS & ACHIEVEMENTS

- Delivered large-scale complex cross-functional project, requiring strong collaborative partnerships between operations project leads, SME's and stakeholders within multiple groups, to create world-class innovative new hire training program via fast-paced, rapid development approach, which contributed to a $13M cost reduction.
- 10+ years supporting and leading virtual/remote teams, successfully on-boarding, coaching and mentoring multiple direct reports.
- Produced end-user and technical documentation on product functionality and practical application. Deliverables included user reference guides, release notes, installation guides, help files, and FAQ's. Streamlined documentation request procedure by implementing on line request form for internal customer base, reducing turnaround time by 55%.
- Supported Learning Management System (LMS) selection and implementation team. Served as liaison with leadership, identified application requirements, reviewed vendor specifications, tested application and defined user requirements. LMS still remains current enterprise solution.
- Selected as Learning Content Management System (LCMS) Implementation Content Lead. Determined content authoring requirements and publishing output options, communications, change management and training to support implementation.

CAREER NARRATIVE

VirtuallyDo • Monroe, MI • 2016 to Present
Consulting, Virtual Content, Training & Web Developer
Designing and deploying strategy and solutions in web development, content development, writing, editing, proofreading, technical writing, structured authoring, training and coaching, and project management.

Verizon Wireless • Southfield, MI • 2003 to 2016
Manager, Learning & Development /Curriculum Developer • 2010 to 2016
Directed all ISD/ADDIE aspects and ongoing lifecycle support, scalability, sustainability, and relevancy of multiple global customer facing Sales & Call Center new hire programs. Developed and directed content management authoring process. Applied content and performance analytics to address learner skill gaps.

Key Achievements:

- Content lead and program manager for Lean Six Sigma project that met objective of over $2M per year cost savings in New Hire training. Created data analytics solution. Developed processes to analyze data and statics for content.
- Successfully developed, managed and deployed customer-facing employee training curricula, ranging from 30 minutes to 280 hours in length, supporting 180K+ organization across multiple distribution channels using courseware that supported various delivery methodologies.
- Proposed, designed and implemented enterprise wide content strategy, providing a repository of single source, shareable learning objects/digital assets. Indexed core content, determined taxonomy and led content development. Initial 500+ topics shared across 30+ onboarding programs. Decreased redundant course offerings by 75% and expanded resource capacity by an additional 40%. Increased reuse rates by 96%, reduced YOY maintenance cost $1M per year.
- Served as enterprise system conversion technical/systems/applications SME and liaison, performing level one technical customer support to sales training team. Delivered ongoing systems issues troubleshooting, facilitated dialog with IT support teams, established communications forum between area/regional and national leadership.

Project Lead, LCMS ILT • 2009 to 2010

Content engineer, determined requirements for content authoring, field communication and training to support LCMS implementation. Defined LCMS content authoring process with focus on measurable objectives as the base for single source, reusable content. Facilitated delivery and coaching of LCMS system training.

Key Achievements:

- Determined requirements for content authoring, communications and training to support LCMS implementation, Applied Cisco Reusable Learning Object (RLO) model, with focus on measurable objectives, topic structure, single source and reuse. Structured authoring model still used, resulting in continuous efficiency gains with shareable content.
- Successfully directed content migration of 30+ programs and 7.500+ topics/lessons to proprietary Cloud based LCMS. Provided ongoing support for Cloud based LCMS and HTML5/CSS/XML/XSLT authoring application.
- Identified requirements for content authoring and publishing outputs. Tested, validated and defined workflow. Defined proprietary content authoring model, applying Cisco Reusable Learning Object (RLO) model, AICC and SCORM requirements, with focus on structured authoring including measurable objectives, topic structure, single source shareable content.
- Partnered with project team to determine implementation organizational change management support requirements. Resulting approach focused on communication and training components supporting both Learning & Development organization and area/regional client groups through implementation change process.
- Served as LCMS champion post launch, providing custom support. Successfully led multiple content authoring workshops including Authoring for Reuse, Authoring Objectives and Using Style Guides. Led calibration calls, consulting and one on one coaching sessions with authors as needed.

Instructional Design Consultant, Learning & Development Manager • 2006 to 2009
Curriculum Developer • 2003 to 2006

EARLY CAREER
Trinary Systems • Southfield, MI
Training Consultant / Customer Education Support / Curriculum Developer

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EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Arts, Psychology, University of Michigan, Ann Arbor, MI

WordPress Apprenticeship, 2017
WordPress Professional Best Practices, 2016
WordPress, Git, GitHub & Command Line, 2016
Web Design Apprenticeship, 2016
UX & Web Design, HTML & CSS, 2016
Google Analytics Fundamentals, 2016
The Big Data Technology Wave, 2016
A Crash Course in Data Science, Johns Hopkins Data Science, 2016
Phillips ROI Certification Workshop, Phillips Institute, 2012